

APPENDIX A

Supplemental Policies Pertaining to Commercial Insurance Agents on Area II Installations

1. References:

- a. AR 210-7, Commercial Solicitation on Army Installations, 22 Apr 86.
- b. USCINPACINST 1740.1p, 19 Apr 91.
- c. USFK Reg 210-7, Commercial Solicitation on Army Installations, 4 Aug 99.

2, Purpose: To establish procedures governing access to Area II Installations by commercial insurance agents.

3. Applicability: This policy applies to all personnel who have responsibilities for the oversight of commercial insurance agents.

4. Definitions: As outlined in Appendix A, USCINPAC Instructions 1740.1P, 19 Apr 91.

5. Responsibilities:

- a. Commander, Area II or designated representative:

- (1) Appoints an Installation Solicitation Officer (ISO).

- (2) Authorizes and establishes procedures controlling insurance sales on Area II Installations.

- (3) Establishes written procedures for soliciting of insurance IAW this policy, and the above references.

- (4) Issues Department of Defense (DOD) vehicle registration decals for authorized agents in Yongsan and Area II only. USFKwide installation passes/DOD decals will not be issued for the primary purpose of insurance solicitation.

- (5) Authorizes and establishes hours of operation for all commercial insurance agents, as follows: 1700–2200 Monday through Friday and 1200–2200 on weekends and holidays.

- (6) Signs all approval memorandums authorizing insurance agents to operate on Area II Installations.

b. Director, Morale, Welfare and Recreation (DMWR), Area II:

(1) Exercises staff responsibility for the oversight of commercial insurance agents soliciting on Area II Installations.

(2) Issues installation access passes only for authorized insurance solicitors.

c. Installation Solicitation Officer (ISO) (administered on behalf of the DMWR, Area II and Commander, Area II by the Financial Management Branch, MWR Division, KORO-IMA, Building 1560, Yongsan Main Post):

(1) Provides appropriate guidance to DOD members and solicitors.

(2) Confirms agents are accredited by USFK.

(3) Investigates and resolves complaints of unauthorized soliciting.

(4) Publishes an access list of agents authorized to solicit insurance on Yongsan and Area II Installations.

(5) Prepares approval memorandum authorizing insurance agents to solicit on Area II Installations.

(6) Ensures all agents have been properly briefed on the requirements and limitations, as set forth by applicable regulations and policies.

d. Unit Commanders:

(1) Control access to areas under their jurisdiction.

(2) Appoint a Unit Solicitation Officer (USO) who:

(a) Ensures all agents are in possession of a valid installation access pass and Installation Commander's or designee approval memorandum.

(b) Establishes times and places for all interviews and ensures strict adherence to the established times.

(c) Maintains a log of all agent visits and ensures strict compliance with all applicable regulations, local policies and this Command Policy Memorandum. All violations will be reported to the ISO (Financial Management Branch, MWR Division, KORO-IMA, Building 1560, Yongsan Main Post).

(d) Forwards all written complaints to the ISO who will forward complaints on thru the DMWR, Area II to the Commander, Area II for resolution.

(e) Assists in resolving all complaints to the satisfaction of all parties concerned.

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(f) Requires all agents to make an appointment with prospects prior to entering the unit area.

(g) Requires all agents to contact the Unit Solicitation Officer, First Sergeant or Commander prior to beginning an interview.

(h) Ensures that agents do not possess or prepare DD Form 2558 (Authorization to Start, Stop, or Change an Allotment for Active Duty or Retired Personnel) or assist in the administrative processing of such forms.

(i) Ensures that at least seven days elapse between the signing of an insurance application or contract and the certification of an allotment by personnel in pay grades E-1 to E-3.

6. Suspension of Privileges: Suspension of solicitation privileges will be conducted IAW with the due process of AR 210-7, Chapter 4.

